

# POLICY

*NDIS Service Agreement & Incident Management Policy*



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## NDIS Service Agreement & Incident Management Policy

### Purpose of this Policy

This policy explains how NDIS-funded services are provided under a Service Agreement and how incidents are identified, managed, and reported. It reflects the practice's commitment to participant safety, rights, choice, and control, in line with the NDIS Practice Standards.

### NDIS Service Agreement

#### Service Agreement Overview

When services are funded through the National Disability Insurance Scheme (NDIS), a Service Agreement is used to clearly outline:

- The supports being provided
- How and when services will be delivered
- Fees and billing arrangements
- Responsibilities of both the participant and the provider
- How changes, cancellations, or ending services are managed

The Service Agreement is designed to support transparency and informed choice.

### Participant Rights

NDIS participants have the right to:

- Be treated with dignity, respect, and cultural safety
- Exercise choice and control over their supports
- Be involved in decisions about their services
- Access information in a way they understand
- Provide feedback or make a complaint without fear of disadvantage

### Participant Responsibilities

Participants are encouraged to:

- Provide accurate and relevant information to support service delivery
- Attend scheduled appointments or provide required notice if unable to attend
- Communicate changes to circumstances or support needs
- Treat staff with respect

## Fees, Billing, and Cancellations

Fees and cancellation arrangements for NDIS-funded services are outlined in the Service Agreement and Ethical Billing Policy and are applied in line with current NDIS pricing arrangements and guidelines.

## Changes to Services

Services may be reviewed or changed by mutual agreement where:

- Participant needs or goals change
- Funding arrangements change
- Risks to safety or wellbeing are identified

Any changes will be discussed openly and documented.

## Incident Management

### What Is an Incident

An incident is an event that has, or could have, caused harm to a participant, including:

- Injury or illness
- Abuse, neglect, or exploitation
- Restrictive practices
- Psychological harm
- Unexpected or serious events affecting service delivery

### Identifying and Responding to Incidents

When an incident occurs, the practice will:

- Take immediate action to ensure safety and wellbeing
- Provide appropriate support to the participant
- Assess and manage any ongoing risk
- Inform the participant (and their representative, where appropriate)

### Reportable Incidents

Certain incidents are classified as **reportable incidents** under the NDIS Quality and Safeguards Framework and must be reported to the **NDIS Quality and Safeguards Commission** within required timeframes.

Reportable incidents include:

- Death of a participant
- Serious injury
- Abuse or neglect
- Unauthorised use of restrictive practices

## Documentation and Reporting

All incidents are:

- Documented accurately and promptly
- Managed in line with privacy and confidentiality requirements
- Reviewed to identify contributing factors and opportunities for improvement

## Feedback and Complaints

Participants may provide feedback or make a complaint at any time. Complaints can be made:

- Directly to the practice
- To the NDIS Quality and Safeguards Commission
- To other relevant oversight bodies

Making a complaint will not affect the quality or availability of services.

## Continuous Improvement

Incident information is used to:

- Improve service quality and safety
- Review policies and procedures
- Strengthen risk management practices

## Contact details

Our contact details are as follows:

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Date of NDIS Service Agreement & Incident Management Policy: 10.11.2025

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Thank you!